



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Herbert et al.
Serial Number: 09/776,610
Filing Date: February 15, 2001
Art Unit: 3623
Examiner: Jonathan G. Sterrett
For: **METHOD AND SYSTEM FOR
PROVIDING PERFORMANCE
STATISTICS TO AGENTS**

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO SECOND OFFICE ACTION

This paper is submitted in response to the second office action mailed August 26, 2005.

Please amend the application as follows:

IN THE CLAIMS

Please cancel claim 12. Please amend claims 42, 66, 68, 81 and 86 as set forth below. A complete copy of all claims and their current status follows begins on the next page of this response.